

CHAPTER 83. INSPECT A REPAIR STATION'S RECORD SYSTEM

SECTION 1. BACKGROUND

1. PROGRAM TRACKING AND REPORTING SUBSYSTEM (PTRS) ACTIVITY CODES.

A. Maintenance: 3605

B. Avionics: 5605

2. OBJECTIVE. This chapter provides guidance for inspecting the maintenance records system

required by Title 14 of the Code of Federal Regulations (14 CFR) parts 43 and 145.

3. GENERAL. Repair station records include any records that document maintenance and alteration performed on an aircraft or part thereof. An agencies maintenance records must be inspected periodically to verify that they meet the requirements of the Repair Station Manual/Quality Control Manual (RSM/QCM) procedures.

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SECTION 2. PROCEDURES

1. PREREQUISITES AND COORDINATION REQUIREMENTS.

A. Prerequisites:

- Knowledge of the regulatory requirements of 14 CFR parts 43 and 145
- Successful completion of the Airworthiness Inspector Indoctrination course(s) or equivalent
- Previous experience with certification or surveillance of part 145 repair stations

B. Coordination.

3. REFERENCES, FORMS, AND JOB AIDS.

A. References (current editions):

- 14 CFR parts 43 and 145
- Advisory Circular (AC) 43.9-1, Instructions for Completion of FAA Form 337
- AC 43-210, Standardized Procedures for requesting Field Approval of Data, Major Alterations, and Repairs
- AC 120-78, Acceptance and Use of Electronic Signatures, Electronic Recordkeeping Systems and Electronic Manuals
- AC 145-5, Repair Station Internal Evaluation Programs
- AC 145-9, Guide For Developing and Evaluating Repair Station and Quality Control Manuals
- Order 8300.10, Airworthiness Inspector's Handbook, vol. 2, chapters 161 and 162

- Order 8130.21, Procedures for Completion and Use of Form 8130-3, Airworthiness Approval Tag

B. *Forms.* Authorized Release Certificate, FAA Form 8130-3, Airworthiness Approval Tag.

C. *Job Aids.* None.

5. PROCEDURES.

A. *Planning.* Prior to inspecting, the Principal inspector should carefully review:

(1) 14 CFR parts 43 and 145.

(2) Repair Station Manual/Quality Control Manual (RSM/QCM) for the description of the required records and the recordkeeping system used to obtain, store and retrieve those records.

(3) The Safety Performance Analysis System (SPAS) is the organization's primary source of comprehensive, integrated safety information that is used by inspectors, analysts, and managers in developing and adjusting field surveillance, investigation, and other oversight programs. SPAS interfaces with key fielded oversight programs (such as ATOS, SEP, and the NPG), as well as other government and industry sources, collecting raw performance and operational data, analyzing and summarizing the data, and providing critical information in the form of graphs, tables, and reports. These SPAS outputs are then used to (1) identify safety hazard and risk areas; (2) target inspection efforts for repair stations, and to areas of greatest risk; and (3) monitor the effectiveness of targeted oversight actions. SPAS repair station profile and repair station analytical model (RSAM) are available for use. This data provides additional information on performance and risk associated with individual repair station facilities.

(4) Vital Information Subsystem (VIS).

(5) Certificate-Holding District Office (CHDO) file.

B. *Records.* The records must be in English and comply with 14 CFR part 43 as follows:

(1) Section 43.9 describes the content, form, and disposition of maintenance, preventive maintenance, and alteration records. The content must include a description of the maintenance performed, the date the maintenance was completed, and the name of the person performing the maintenance. It also must include the signature, certificate number, and type of certificate of the person approving the maintenance for return to service.

(2) Section 43.10 describes the disposition of life-limited aircraft parts. Verify procedures are in place and adhered to which govern the temporary removal of parts from type-certificated products, establish controls for parts permanently removed from type-certificated products and the transfer of life-limited parts.

(3) Section 43.11 describes the content, form and disposition of maintenance records for inspections performed under 14 CFR parts 91, 125, and §§ 135.411(a)(1) and 135.419. Verify record entries are entered in the appropriate aircraft maintenance record reflecting the type inspection performed (100 hour/Annual, Progressive, AAIP) and the similarly worded approval for return to service statement.

(4) For major repairs made in accordance with an FAA-approved manual or other approved data, the repair station may use the customer's work order to record the major repair or use FAA Form 337. The repair station must use FAA Form 337 to record major alterations. Verify that FAA Form 337s are complete and routed in accordance with the requirements in 14 CFR part 43, appendix B. If the repair station performs maintenance in accordance with DER-approved technical data, a copy of FAA Form 8110-3 should be included in the records package.

NOTE: Major repair and alterations for air carriers must be documented in accordance with the air carrier's manual.

NOTE: Repair station major repair/alterations requiring a field approval should be prepared and

processed in accordance with AC 43-210.

C. Maintenance Release. The repair station must provide a copy of the maintenance release to the owner/operator. If the repair station chooses to use FAA Form 8130-3 as a maintenance release, the records must include a copy of the completed form. The procedures should describe who would review the records for accuracy and completeness before approval for return to service, unless that information is included elsewhere in the manual.

D. Records Availability. Records must be made available to the FAA and the National Transportation Safety Board (NTSB). The PI should verify that the "Records Package" is organized for easy retrieval and that procedures describing the location of the records and the system used to retrieve those records are complied with. Procedures governing the storage and retrieval of records from remote storage sites shall be reviewed for compliance.

E. Records Retention. Verify repair station maintenance records are retained in accordance with current RSM/QCM procedures and for least two years from the date the article was approved for return to service.

F. Electronic Records. In the event an electronic recordkeeping system has been approved by the CHDO and is being utilized by the repair station, the PI should review the Operator's Manual for relevant procedures and verify the following elements:

(1) Procedures, to include the following:

(a) Making required records available to both the NTSB and FAA personnel. If the computer hardware and software system is not compatible with the FAA and the NTSB system, the organization must provide an employee or representative to assist. This individual must be familiar with the computer system and assist in accessing the necessary computerized information. This procedure and computer system must be capable of producing paper copies of the viewed information at the request of the FAA or NTSB authorized representative.

NOTE: The FAA and NTSB must be able to review the records and information at their respective offices when necessary and on request. Persons or entities can fulfill this request in many ways, i.e., floppy disk, paper copy, etc.

(b) Procedures for reviewing the computerized personal identification codes system to ensure that the system will not permit password duplication.

(c) Procedures for auditing the computer system every 60 days to ensure the integrity of the system. A record of the audit should be completed and retained on file as part of the operator's record retention requirements. This audit may be a computer program that automatically audits itself.

(d) Audit procedures to ensure the integrity of each computerized workstation. If the workstations are server-based and contain no inherent attributes that enable or disable access, there is no need for each workstation to be audited.

(e) Procedures describing how the operator will ensure that the computerized records are transmitted in accordance with the appropriate regulatory requirements to customers or to another operator. The records may be either electronic or paper copies.

(f) Procedures to ensure that records required to be transferred with an aircraft are in a format (either electronic or on paper) that is acceptable to the new owner/operator.

(g) Guidelines for authorized representatives of the owner/operator to use electronic signatures and to have access to the appropriate records.

(h) A description of the training procedure and requirements necessary to authorize access to the computer hardware and software system. (Recognizing that the details will vary with the different individuals who need access, the training description may simply be part of the

position description. Its location should be referenced in the RSM/QCM.)

(2) Security, to include the following:

(a) The electronic system should protect confidential information.

(b) The system should ensure that the information is not altered in an unauthorized way.

(c) A corresponding policy and management structure should support the computer hardware and computer software that delivers the information.

G. Air Carrier Procedures. If the repair station is performing maintenance for an air carrier (14 CFR parts 121, 125, 129, or 135), verify the repair station maintenance records reflect the requirements found in the air carrier or air operator's manual. The forms and procedures may differ from those the repair station normally uses.

H. Malfunction Defect Reporting. Verify the repair station has submitted reports of failures, malfunctions, or defects to the CHDO within 96 hours of discovery and that those reports were submitted in accordance with RSM/QCM requirements.

I. Analyze Findings. Evaluate all deficiencies to determine if corrective actions will be required.

J. Conduct Debriefing. Brief the certificate holder on the inspection results. Discuss any deficiencies and possible corrective actions.

7. TASK OUTCOMES.

A. Complete PTRS.

B. Complete the Task. Completion of this task will result in the following.

- Send a letter to the operator documenting all deficiencies
- Initiate an Enforcement Investigation Report (EIR), if necessary

C. Document Task. File all supporting paperwork in the certificate-holder's office file. Update the VIS as required.

9. FUTURE ACTIVITIES. Schedule and conduct followup inspections as applicable.